

What is claimed is:

1 1. A multi-channel processing control device
2 comprising:

3 process request determination means for determining
4 whether process requests from a plurality of channels are
5 real-time process requests needing processing in real-time,
6 or non-real-time process requests not needing processing in
7 real-time;

8 real-time processing allocation means for allocating
9 process requests determined to be real-time process requests
10 to processing terminals currently open among channels
11 capable of said real-time process;

12 non-real-time processing administrating means for
13 administrating process requests determined to be said non-
14 real-time process requests, as well as priority levels
15 therefor; and

16 non-real-time processing allocation means for
17 allocating non-real-time processes administrated by said
18 non-real-time processing administrating means to any of the
19 processing terminals, said allocation performed with
20 consideration given to the priority level and to suitability
21 of the terminal for handling the process.

22 2. A multi-channel processing control method
23 comprising:

24 a step for determining whether process requests
25 generated from a plurality of channels are real-time process
26 requests needing processing in real-time, or non-real-time
27 process requests not needing processing in real-time;

28 a step, wherein said process request is determined to
29 be a real-time process request, for allocating those real-
30 time process requests to processing terminals currently open
31 among channels capable of said real-time process; and

32 a step, wherein said process request is determined to
33 be a non-real-time process request, for administrating said
34 non-real-time process request as well as a priority level
35 therefor.

36 3. A multi-channel processing control method as set
37 forth in claim 2, further comprising a step for allocating a
38 non-real-time process request currently being administrated
39 to the most appropriate processing terminal, based on the
40 priority level of the request and suitability of open
41 processing terminals capable of processing said non-real-
42 time process request.

43 4. For processing terminals handled by operators
44 processing incoming tasks and processing terminals handled
45 by operators processing outgoing tasks, at least one of the
46 operators being a dual-duty operator capable of processing
47 either incoming tasks or outgoing tasks, a multi-channel
48 processing control method wherein

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49 the processing terminal handled by said dual-duty
50 operator is allocated to either incoming tasks or outgoing
51 tasks based on the current status of the processing
52 terminals handled by the operators.

53 5. A multi-channel processing control method as set
54 forth in claim 4, wherein among the processing terminals
55 handled by said operators, at least one processing terminal
56 is kept open for real-time incoming tasks.

57 6. A multi-channel processing control method as set
58 forth in either claim 4 or claim 5, wherein said incoming
59 tasks and outgoing tasks include process requests arising
60 from channels including, in addition to the processing
61 terminals handled by said operators, Web agents handling
62 process requests generated by Internet web servers, e-mail
63 agents handling process requests generated by e-mail
64 servers, and automatic voice response devices automatically
65 processing incoming signals from public lines.

66 7. A multi-channel processing control method as set
67 forth in any of claims 4 through 6, wherein said outgoing
68 tasks include pre-planned non-real-time process requests not
69 requiring real-time processing.

70 8. A recording medium on which is recorded a program
71 for the multi-channel control method set forth in either
72 claim 2 or claim 3.

73 9. A transmission medium transmitting a program for the
74 multi-channel control method set forth in either claim 2 or
75 claim 3.

76 10. A recording medium on which is recorded a program
77 for the multi-channel control method recited in any of
78 claims 4 through 7.

79 11. A transmission medium transmitting a program for
80 the multi-channel control method recited in any of Claims 4
81 through 7.